

Michigan ITS Center

Serving the Southeast Michigan Freeways

www.michigan.gov/its



Mark Geib, PE

Michigan Department of Transportation

1050 6th Street

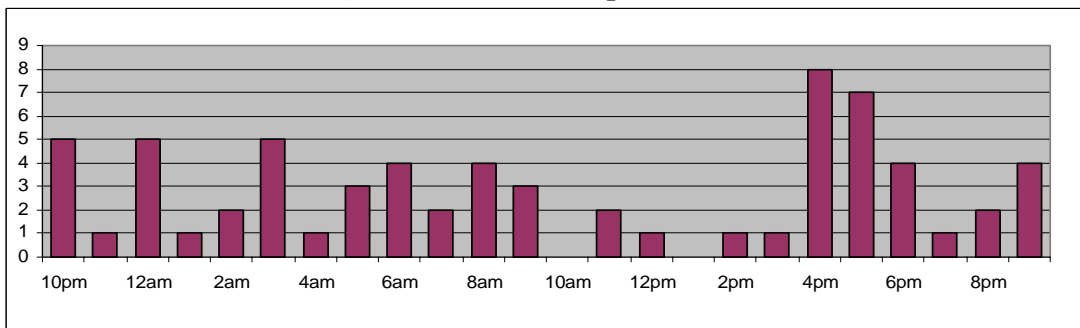
Detroit, MI 48226

GeibM@michigan.gov

April 2008

CONTROL ROOM SUPPORT ACTIVITY

★ Total Incidents per Hour



Monthly Incident Activity

	Apr 2008	Mar 2008	Apr 2007
Freeway Closures	14	22	15
Lane Closures	24	30	27
Ramp Closures	2	5	8

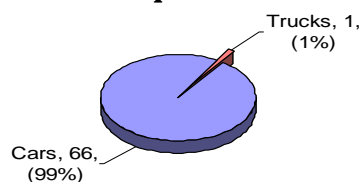
★ Total Incidents by Roadway

Freeway	Apr 2008	Mar 2008	Apr 2007
I-75	14	127	89
I-94	12	122	66
I-696 (Reuther)	13	88	55
I-96	3	62	59
M-10 (Lodge)	6	39	51
M-39 (Southfield)	14	48	31
I-275	5	45	31
I-375	0	1	0
TOTAL	67	532	382

Calls by Type

Agency	No. of Calls	INCOMING	OUTGOING
FCP	2955	2941	14
Contractors	415	184	231
City	10	2	8
County	65	44	21
Federal	1	1	0
Fire	1	1	0
Local Police	28	22	6
MSP	537	522	15
Border	2	1	1
MDOT/DIT	169	84	85
Media	150	145	5
Special Events	1	1	0
Transit	1	1	0
Parking	0	0	0
Airport	0	0	0
Animals	0	0	0
OTHER	37	29	8
Total	4372	3978	394

★ Vehicle Composition of Incidents

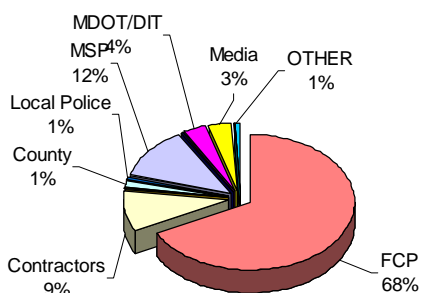


Total Incidents: 67

MITs Center News

Professional development workshops are held several times a year at the MITs. April's workshop was on Communication Strategies. The presenter was Kenneth Cody from the URS Virginia Office. Many topics were discussed in the workshop including, Crisis communication, poor listening skills, language differences, cultural barriers, lack of communication/avoided communication. Participants were engaged in scenarios and role playing to actively identify and understand various communication problem areas and ways to change and correct communication faults. Participants included representatives from MDOT, URS, HNTB and ERR/FCP.

★ Incomplete Incident data due to a system maintenance error.



Total Calls: 4372

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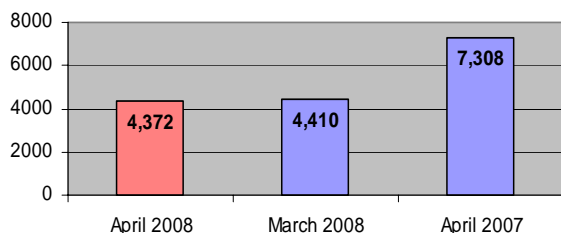
GeibM@michigan.gov

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CONTROL ROOM DISPATCH ACTIVITY

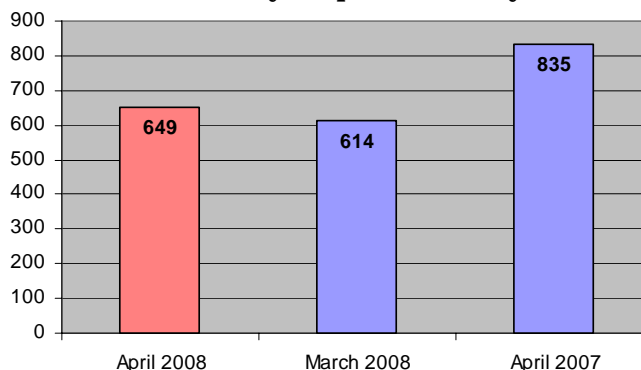
- Of the 4,480 assists that the Freeway Courtesy Patrol (FCP) provided during the month of April, 649 assists (14%) were dispatched by the FCP dispatchers located at the MITS Center.

Monthly Call/ Event* History

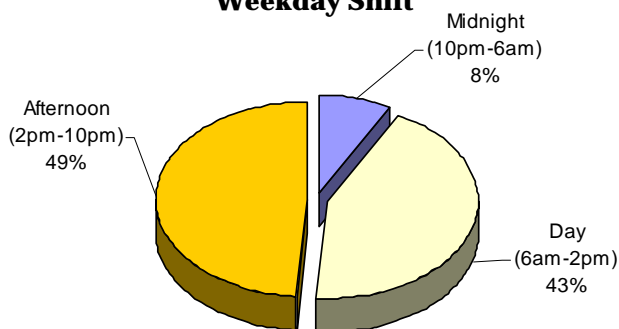


*Drop in numbers is due to calls now tracked as events allowing for greater reporting accuracy.

Freeway Courtesy Patrol Monthly Dispatch Activity

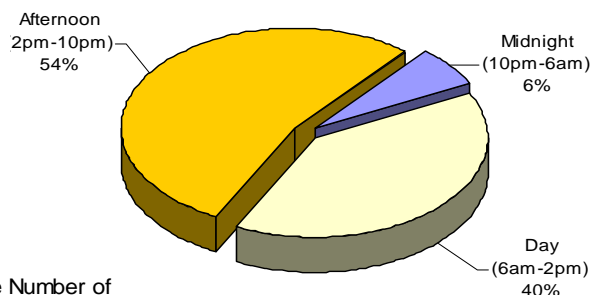


Calls by Weekday Shift



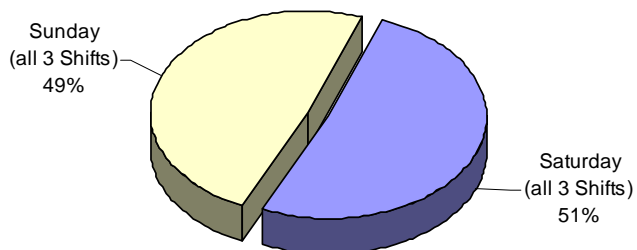
Average Number of Calls per Weekday: 168

Freeway Courtesy Patrol Dispatches by Weekday Shift



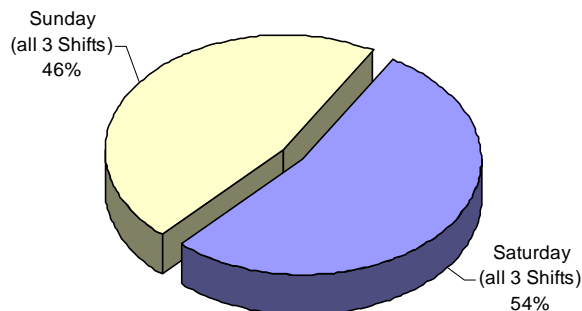
Average Number of Dispatches per Weekday: 25

Calls by Weekend Day



Average Number of Calls per Weekend: 168

Freeway Courtesy Patrol Dispatches by Weekend Day



Average Number of Dispatches per Weekend: 26

Note: Additional FCP information may be found beginning on page 4.

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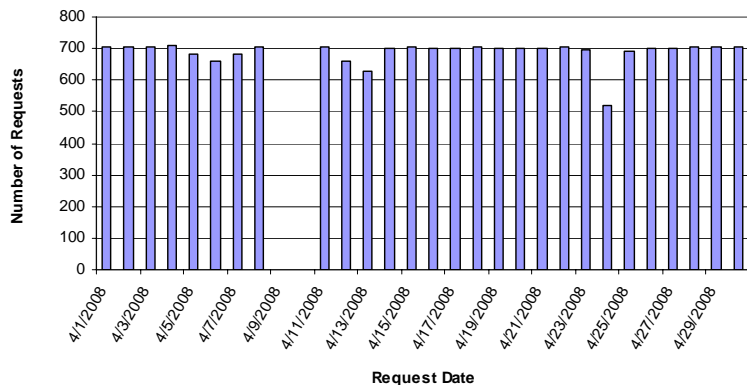
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TRAVELER INFORMATION ACTIVITY

- The MITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov/drive, click on "Construction & Traffic", and then "Detroit Traffic")

Website Activity

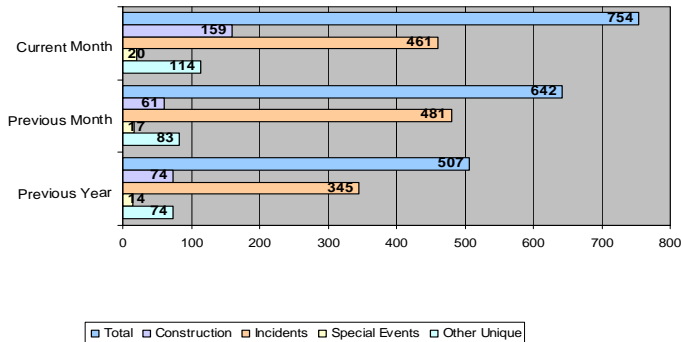
*Web site hits down due to use of Drive site.



Top 5 DMS with Unique Messages

- I-96 EB at Beck
- M-10 NB at Porter
- M-39 NB at Fitzpatrick
- I-696 WB at Ryan
- I-75 SB South of 13 Mile

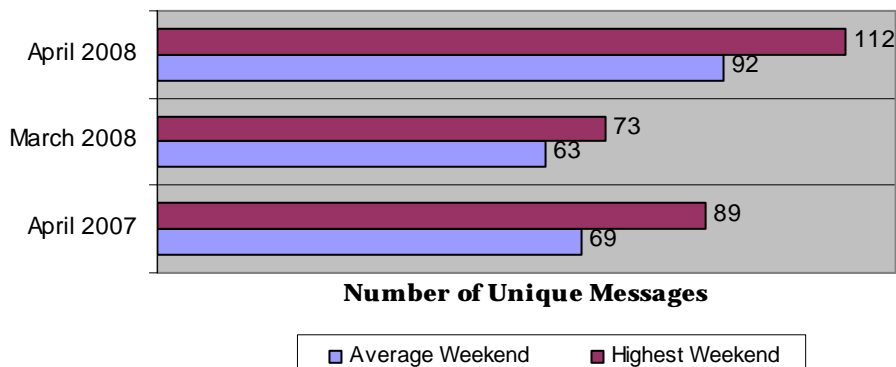
Unique DMS Messages by Type



Incident Communication Accuracy

Weekend DMS Snapshot Review	Apr 2008	Mar 2008	Apr 2007
All Incident Messages	100.0%	100.0%	100.0%
High Impact DMS Messages	Apr 2008	Mar 2008	Apr 2007
All High Impact Messages	97.5%	96.5%	98.0%
Freeway Closure Messages	100.0%	95.5%	100.0%
Lane Closure Messages	95.8%	96.7%	100.0%
Ramp Closure Messages	100.0%	100.0%	87.5%
Other Communication	Apr 2008	Mar 2008	Apr 2007
Advisory Text-Messages	95.0%	100.0%	92.0%
Website Incident Postings	95.0%	91.2%	98.0%

Weekend Construction DMS Message Activity



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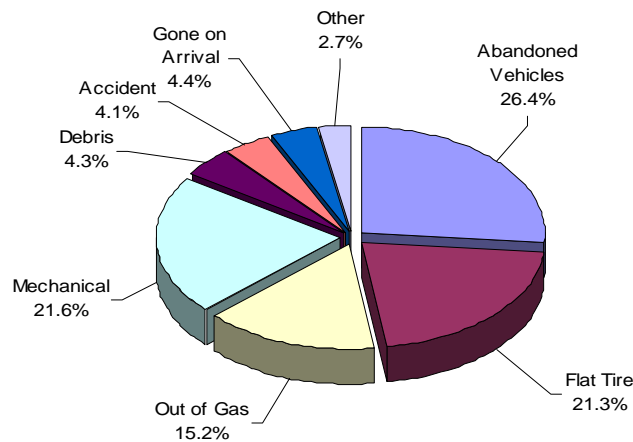
FREEWAY COURTESY PATROL ACTIVITY

- Established in 1994, the Freeway Courtesy Patrol provides assistance to motorists by reducing potential crash situations, relieving traffic congestion and helping to create safer driving environments. Services are funded by MDOT through a grant from the Federal Highway Administration.

Motorist Quote of the Month

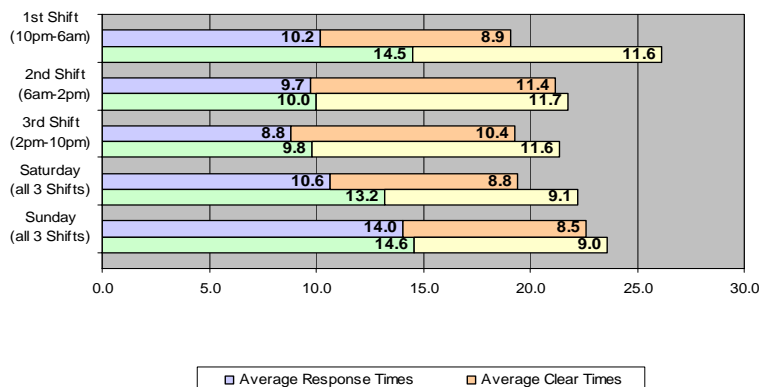
"Please pass along additional thanks to your courtesy patrol. I was stranded on Southfield Freeway today driving home from work. One of your drivers stopped in busy traffic, added gas to my car (my fault-long story withheld), wished me a good day, and I was on my way. I have always wondered what these Courtesy Patrols. Now I fully understand and appreciate them. This Great Service saved me, and many others commuting home a great deal of hassle. Keep up the good and good ideas."

Assist Type

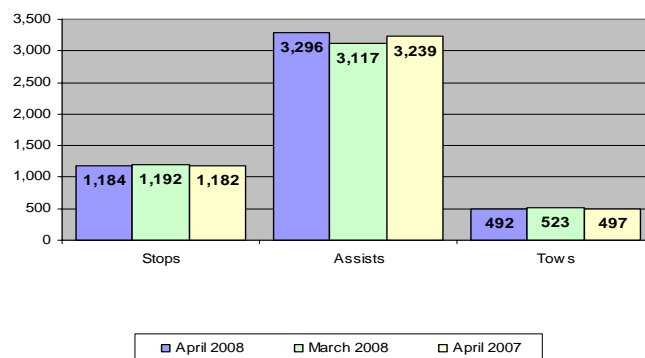


Total Number of Incidents: 4480

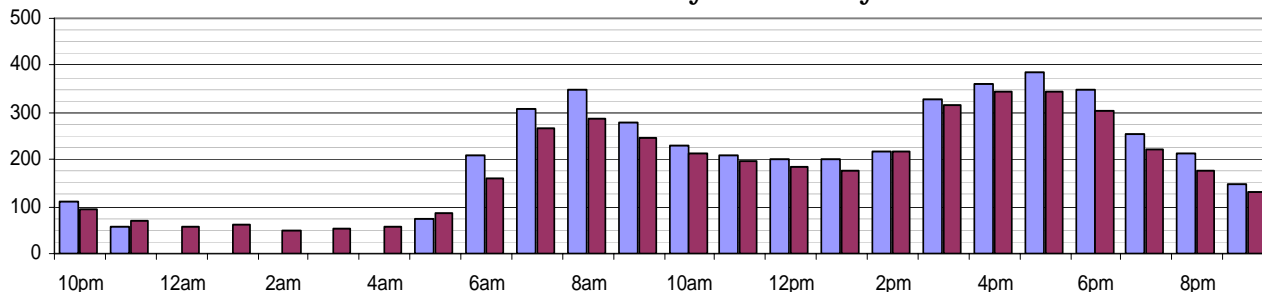
FCP Average Service Times



History of Key FCP Activities



FCP Assists by Time of Day



*FCP coverage hours adjusted for Gateway Project, no scheduled coverage from 12 AM to 5 AM.

April 2008 (assists/hr) Fiscal Year-to-Date (assists/hr)

Michigan ITS Center

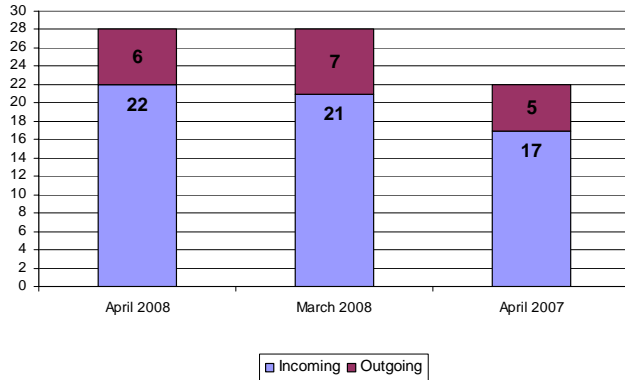
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MDOT
Michigan Department of Transportation
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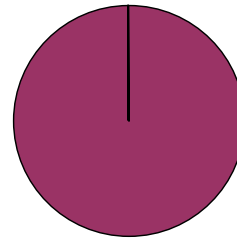
April 2008

TRAFFIC INCIDENT MANAGEMENT

Local Police Department Calls



Video Users

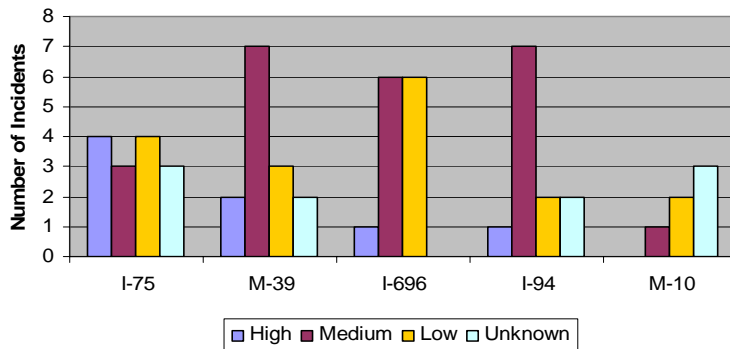


100%

*Drop in VU numbers
due to use of drive
public site

- Police departments
- Transportation operators
- Emergency management
- Fire departments
- Planned special events venues
- Internal support

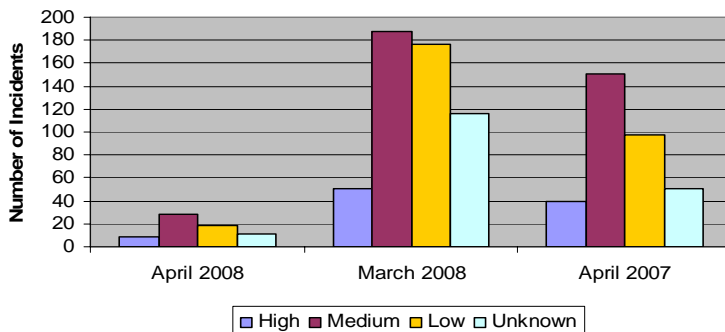
★ Severity/Duration by Top Five Freeways



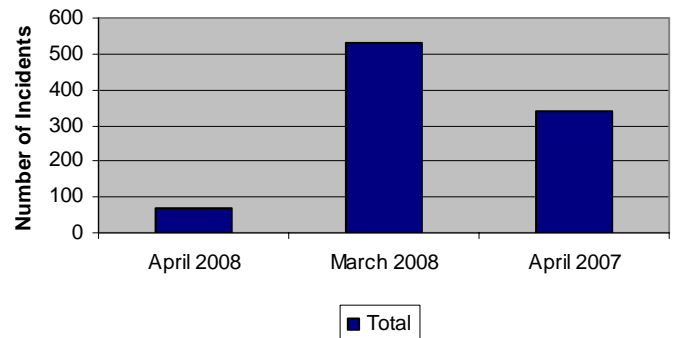
- Single lane closure equal to 90 + minutes, partial closure equal to 45+ minutes, or total closure (all lanes) 20 + minutes.
- Only shoulder closures equal to 90+ minutes, single lane closures between 20 and 89 minutes, partial closure between 20 and 44 minutes, and total closure (all lanes) less than 20 minutes
- Only shoulder closures less than 90 minutes, single lane closure or a partial closure (more than one lane, but not all) less than 20 minutes.
- The duration and/or the severity is unknown

This data reflects the last lane affected prior to the incident being completely cleared

★ Total Incident Severity/Duration by Month



★ Total Number of Incidents



Incomplete Incident data due to a system maintenance error.

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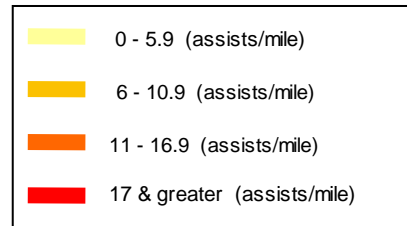


Mark Geib, PE
Michigan Department of Transportation
1050 6th Street
Detroit, MI 48226
GeibM@michigan.gov

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FREEWAY COURTESY PATROL ACTIVITY

Freeway Courtesy Patrol Service Area



Freeway Segment	COVERAGE (miles)	TOTAL ASSISTS		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
		April 2008	Fiscal YTD Avg.	April 2008	Fiscal YTD Avg.	April 2008	Fiscal YTD Avg.	April 2008	Fiscal YTD Avg.
I-75	87.6	935	993	10.7	11.3	12.0	11.4	11.1	12.0
Oak Co. Line to I-696	37.0	411	399	11.1	10.8	15.5	14.3	11.7	11.9
I-696 to I-94	8.0	262	266	32.8	33.2	8.8	9.7	10.6	13.1
I-94 to I-96	5.6	61	90	10.9	16.0	8.3	9.0	13.1	13.5
I-96 to I-275	37.0	201	239	5.4	6.4	13.8	12.1	9.8	10.4
I-94	60.7	1194	1034	19.7	17.0	9.0	10.7	9.9	10.4
Wash. Co line to M-39	20.7	433	353	20.9	17.1	8.7	11.3	10.4	11.0
M-39 to I-75	9.0	327	293	36.3	32.5	9.8	10.6	10.5	11.0
I-75 to I-696	10.0	303	258	30.3	25.8	7.7	10.1	10.1	10.0
I-696 to St. Clair Co. Line	21.0	131	130	6.2	6.2	10.2	10.6	6.5	7.9
I-96	34.0	667	589	19.6	17.3	8.7	11.7	10.1	11.1
Liv. Co. Line to I-275/I-696	11.0	125	130	11.4	11.8	13.1	14.1	10.2	12.2
I-275/M-14 to M-39	12.0	197	181	16.4	15.1	8.4	12.6	11.6	11.5
M-39 to I-75	11.0	345	279	31.4	25.4	7.4	10.1	9.2	10.4
I-275	37.5	373	373	9.9	9.9	10.0	11.7	9.9	11.3
I-96/I-696 to M-14/I-96	8.0	110	120	13.8	15.1	10.7	11.0	9.4	11.5
M-14/I-96 to I-94	12.0	160	170	13.3	14.2	9.9	12.7	10.4	11.9
I-94 to I-75	17.5	103	82	5.9	4.7	9.5	11.3	9.8	9.8
I-375	1.2	9	12	7.5	10.0	3.0	7.6	11.2	10.3
I-696 (Reuther)	28.7	533	515	18.6	18.0	10.6	11.2	10.4	11.1
I-96/I-275 to M-10	9.3	146	146	15.7	15.7	11.6	12.5	9.8	9.7
M-10 to I-75	9.0	179	168	19.9	18.7	10.3	10.8	11.5	13.3
I-75 to I-94	10.4	208	201	20.0	19.4	10.1	10.6	9.8	10.3
M-5 (Grand River)	10.3	42	44	4.1	4.3	9.3	16.5	8.6	10.4
M-8 (Davison)	2.2	91	66	41.4	30.0	7.9	8.9	11.9	10.3
M-10 (Lodge)	17.9	339	337	18.9	18.8	7.7	10.1	11.5	11.6
M-14	6.4	56	52	8.8	8.2	10.4	11.6	9.8	12.3
M-39 (Southfield)	14.2	241	247	17.0	17.4	10.2	11.3	11.9	12.2
M-59 (Vettrans)	11.6	0	4	0.0	0.3	-	25.0	-	4.8
Total	312.3	4,480	4,267						

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DATA KEY INFORMATION

Table	Description	Data Source
Total Incidents per Hour	Displays the total incidents in the current month by hour of day.	ATMS Incident Log - Manually entered information by the operator.
Total Incidents by Roadway	Displays the total incidents in the current month by roadway.	ATMS Incident Log - Manually entered information by the operator.
Monthly Incident Activity	Displays the number of major incidents for the current month, previous month, and previous year.	Monthly Closure QC - QC of email advisory notifications sent for major incidents.
Calls by Type	Displays the number of incoming and outgoing Control Room Operator calls, including 2-way and select MSP CAD entries, for the current month, previous month and previous year.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Calls by Type Breakdown	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Vehicle Composition of Incidents	Displays the amount of incidents involving trucks and the amount of incidents not involving trucks for the current month.	ATMS Incident Log - Manually entered information by the operator.
Freeway Courtesy Patrol Monthly Dispatch Activity	Displays the number of incidents dispatched by Control Room operators to FCP for the current month, previous month, and previous year.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
Freeway Courtesy Patrol Dispatches by Weekday Shift	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekday shift.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Calls by Weekday Shift	Displays the distribution of call activity for the Control Room operators by weekday shift.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.

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DATA KEY INFORMATION

Calls by Weekend Day	Displays the distribution of call activity for the Control Room operators by weekend day.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Freeway Courtesy Patrol Dispatches by Weekend Day	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekend day.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Website Activity	Displays the total number of server requests for current month, previous month and previous year on the MDOT real time traffic information website.	Web Site Database - Automated data collection site of MITSC incident management activities.
Top 5 DMS with Unique Messages	Displays the top 5 DMS in terms of the number of unique messages displayed for the month.	Daily DMS Activity Log - Automated 15 Minute snapshots of daily DMS messaging.
Unique DMS Messages by Type	Displays the total number of unique DMS messages by type that occurred during the month.	Daily DMS Activity Log - Automated 15 Minute snapshots of daily DMS messaging.
Incident Communication Accuracy	Displays the accuracy of DMS, advisory text messages and messages posted on the website. Accuracy measures include DMS signs used, wording, and timing.	Monthly Closure QC - QC of email advisory notifications sent for major incidents. Daily DMS Message QC - QC of DMS message snapshots system wide 7 times per day, 3 days per week. High Impact Message QC - QC of incident information for each high impact incident resulting in an email advisory.
Weekend Construction DMS Message Activity	Displays the total number of freeway construction DMS messages displayed in a month.	Daily DMS Message QC - QC of DMS message snapshots system wide 7 times per day, 3 days per week.
Assist Type	Displays the distribution of incident types for incidents responded to by FCP.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
FCP Average Service Times	Displays the average response times and average clear times by shift.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
History of Key FCP Activities	Displays the number of Freeway Courtesy Patrol "stops", "assists" and "tows" for the current month, previous month and previous year.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
FCP Assists by Time of Day	Displays the total assists for 2-hour increments over a 24-hour period.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.

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Local Police Calls	Displays incoming and outgoing local police calls.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls.
Video Monitor Users	Displays the distribution of video monitor users by user type for the current month.	Web Site Database - Automated data collection site of MITSC incident management activities.
Severity and Duration	Displays the distribution of incidents per freeway by severity determined from the duration of the incident and lanes blocked.	ATMS Incident Log - Manually entered information by the operator.
Freeway Courtesy Patrol Service Area - Map	Displays FCP freeway coverage by roadway measured by assists per mile of freeway.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
Freeway Courtesy Patrol Service Area - Table	Displays the total coverage distance, total assists, assist density and average response time by freeway. Values with no available data are denoted as "-"	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.